

Alternative Placement Services



*Formerly Known as the
Phoenix House*

Resident Handbook

Residents Name: _____

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Welcome To Alternative Placement Services

This handbook provides you with a general introduction to life at Alternative Placement Services (APS) facility, your rights, and the behavioral expectations of each resident admitted into the facility. APS is a community that encourages cooperation and mutual respect between youth and staff. We hope that each resident will leave the APS facility with a new found respect for their self, family, and community.

This handbook may be kept in your room or on your person during your stay at Alternative Placement Services. It is designed to be a guide for you and the Staff to enable you to earn as many privileges as you choose and participate in all activities offered. This handbook will give you all of the tools needed to successfully be discharged from the APS facility.

If you have any questions and/or concerns, please feel free to ask any staff member for assistance. The staff welcomes you and hopes you feel comfortable while you are admitted to the APS facility.



Alternative Placement Services (APS) / Phoenix House
720 West Jefferson Street
Louisville, KY 40202

General Office Number: (502) 574-0131

Social Worker Number: (502) 574-0133

THE DAY YOU ARRIVE TO THE APS FACILITY

1. You will meet the staff on duty and the other residents admitted to the facility.
2. You will help staff make a complete list of your belongings.
3. You will sign a copy of the APS facility general rules.
4. You will be given a copy of this Resident Handbook.
5. You will be assigned a room and given bed linens and any personal toiletry articles you need.
6. Your parents or legal guardian(s) will be called to provide them with general information about the Alternative Placement Services facility including where it is located, who can visit, visiting days and hours, the telephone number and when telephone calls can be made by residents.

WITHIN 24 HOURS OF YOUR ADMISSION

1. You will be oriented by the APS Social Worker(s).
2. You will have a physical exam by the YDS Medical Department.
3. You will be set up to attend your JCPS home school.
4. Each resident will be placed in the APS Fast Forward Computer System during resident orientation.
5. You will receive a GAIN-SS Assessment to determine if additional services are needed.

BEING ADMITTED INTO THE APS FACILITY

You have been admitted to the Alternative Placement Services facility as a result of a Judge ordering you here. You will remain here until you are released by a Court Order or by a discharge plan set up by the APS Social Worker.

It is important to display good behavior and a good attitude for two reasons:

1. A court report on your behavior, program participation, and school involvement while you are here will be submitted to the Judge when you go to court. This report will help the Judge make a decision about your case.
2. In order for you to get along with staff and other residents, you must follow rules. Displaying good behavior and staying out of trouble will help you adjust to the program. Remember you are responsible for your own behavior.

You will be required to read or have read to you (if requested) the facility rules and regulations within 24 hours of admissions. This review shall include consequences for inappropriate behavior(s). You are required to sign and date a copy of the house rules and regulations indicating that you have read and understand the rules of the program.

RESIDENT GENERAL RULES AND GUIDELINES

Violating any of the facility rules and regulations below can result in restrictions and/or loss of privileges. Serious violations could result in our placing you in the secure detention center and/or returning your case back to your court docket.

1. Staff shall be addressed as Mr./Ms. at all times.
2. You shall obey ALL instructions of the Program Workers, Social Workers, and Supervisor.
3. You will use appropriate language at all times – no cursing, racial, or gang related comments/language. No inappropriate language such as (cursing, rapping, writing, singing, etc.).
4. You are to remain in the presence (within eyesight) of a staff person at all times.
5. You are to ask permission to leave any area (dayroom, kitchen, etc.).
6. You are not permitted to have money or any unauthorized personal belongings on you at any time. This will be turned into a Program Worker, bagged, labeled, and secured in the property room to be returned to you upon your release.
7. If you attend a non-uniform school you are allowed five (5) complete outfits of authorized clothing. If you attend a uniform school you are allowed two (2) complete uniforms and three (3) complete non-uniform outfits of authorized clothing. **NO BORROWING IS ALLOWED UNDER ANY CIRCUMSTANCES.**
8. Every resident is allowed to earn a home pass based on your behavior, program participation, and school progress. Every resident will be informed whether or not they will receive a home pass by Thursday evenings.
 - a. *****EVERY RESIDENT MUST SPEND THEIR FIRST FULL WEEKEND IN THE APS FACILITY. AFTER SPENDING THE FIRST FULL WEEKEND IN THE APS FACILITY, RESIDENTS WILL BECOME ELIGIBLE FOR A HOME PASS.**
 - b. **IF THERE ARE ALLEGED OR PENDING CPS INVESTIGATIONS; HOMEPASS IS SUBJECT TO BE DENIED.**
9. You are expected to keep your feet off of all furniture and not sit on any tables or furniture.
10. You are not permitted to enter the staff office without permission. You are not allowed to read the staff boards or any other information in the staff office.
11. Daily chores are to be completed throughout each day when scheduled.

12. You are expected to make your bed and keep your bedroom clean and tidy (no clothing lying on bed, dresser, or floor). There will be a Resident Bed of the Week Award/reward presented to one or more residents with the best made beds each week.
13. You are expected to participate and behave appropriately during recreation and any scheduled activity/outing.
14. If you are sick (with permission from the APS Social Worker/Supervisor) you must remain in your bed for the entire day and the Medical Department will be contacted for instructions.
15. You are not allowed to wear hats or hoods in the facility.
16. You will be searched every time you come into the facility.
17. Only clothes are allowed in resident rooms. Other personal property must remain in the resident lockers at all times.
18. There is a Zero Gang Tolerance Policy throughout the APS facility. Any resident caught participating in gang activities/affiliations will be severely penalized. Absolutely NO gang related activities including drawing, hand signal, color affiliation, etc. may result in an automatic return to the secure detention facility.
19. Absolutely NO weapons.
20. Absolutely NO fighting (verbal or physical).
21. Absolutely NO physical contact (holding hands, hugs, etc.).
22. Absolutely NO smoking.
23. Absolutely NO stealing.
24. Absolutely NO gambling.
25. Absolutely NO pants sagging.
26. No whispering.
27. NO contraband (cigarettes, drugs, and alcohol) is not to be brought into the facility nor are you to be under the influence of drugs or alcohol.
28. You are expected to remain at the facility at all times or an AWOL will be reported to the police and court.
29. Destruction of property will not be tolerated (This includes no writing/markings on furniture, walls, doors, beds, etc.). Automatic return to the secure detention facility for destruction of property.
30. Blatant and consistent disrespect to program staff and other residents will not be tolerated.

31. Daily school attendance is mandatory. All residents are required to get their school progress notes filled out completely each day they are sent to school. Residents must turn these in to staff when returning back to the APS facility from school or you will receive consequences.
32. Only positive journaling will be allowed in the APS facility.
33. Absolutely no sharing of food items, clothing/shoe items, personal property, etc.

RESIDENT RULE VIOLATION POLICY

You shall have the opportunity to explain and discuss with the staff the reason for violations/rule infractions prior to disciplinary action. You will also be informed of the reason for disciplinary action explained prior to its occurrence. You will be given a warning first and then written up on an Incident Report. You will be advised that if you feel you are being treated unfairly, you can discuss the disciplinary action with the Social Worker or the Supervisor and/or you may file a Resident Grievance.

POSSIBLE CONSEQUENCES FOR VIOLATION OF RULES

1. Resident Time Out
2. Behavior Contract
3. Individual Work Projects
4. Various restriction(s) for one or more days
5. Loss of home pass
6. Loss of participation in Friday Incentive Night
7. Residents case may be re-docketed back to the court
8. Resident may be automatically returned to the secure detention facility
9. Other privileges revoked
10. All of the above

GUIDELINES FOR THE APS BEHAVIOR MANAGEMENT PROGRAM

APS Behavior Management Program

The goal of the facility rules is to teach you how to adjust to being at the Alternative Placement Services facility and how to get along with and respect others. All staff will assist each of you in successfully meeting the behavior expectations of the facility. There will be progressive consequences for inappropriate behavior(s). Consequences will be fair and appropriate and will not be used for retaliation or revenge of any kind. You have the right to file a grievance if you feel you have been treated unfairly by anyone in the APS facility.

Only the consequences available and detailed in this handbook may be used to correct resident behavior. Staff will not use physical confrontation, verbal harassment, degrading work, or interference with sleep, eating or bodily functions as a consequence.

Consequences for Negative Behavior Consist of the Following:

Resident Time Out- It is an opportunity for you to remove yourself from an area or situation when you are having difficulty meeting the established behavior expectations. This period is designed to give you a chance to think about your behavior/actions. The time out can last up to 20 minutes, but if you can talk to the Program Worker and he/she feels that you are ready to return to the group, you may do so in less time. The Program Worker may issue a resident time out to you or you may request a time out yourself.

If the problem can be resolved by using a resident time out, you will be allowed to return to the group/activity. If you choose to ignore the opportunity and continue with the negative behavior, you will be removed from the group and offered another time out period or issued progressive consequences.

Failure to Earn Points- If you fail to comply with designated categories in the point system, you will not earn points for that particular category.

Restorative Task- restorative tasks will be assigned to residents individually according to the behaviors being evaluated. The privileges that will be restored upon completion of the task(s) assigned will vary and be assigned by Social Worker or Supervisor.

Loss of Privileges- A determination is made that because of misconduct and inappropriate behavior you will not be able to participate in an activity, or a “privilege” will be withdrawn. This can progress/intensify depending on resident’s behavior.

Behavior Contract- This is used if you continually fail to meet behavior expectations. You may be offered the opportunity to write an essay regarding your behavior, and/or establishment and agreement that details consequences if your behavior does not improve.

Auto-Returned to the Secure Detention Facility- Based on court order, a resident can be auto-returned to the secure detention facility. The resident will be removed from the APS facility by the YDS Admission Staff and placed in the secure detention facility. The resident will remain in the secure detention facility until their next court date.

Returned/Re-docketed to Court- Your case can be re-docketed to go back before the Judge immediately. A written report of your behavior and lack of progress will be presented to the Judge.

DISCIPLINARY PROCEDURES AND PROTOCOL

Each resident will have the opportunity to explain and discuss with the staff and/or Social Worker the reason for violations/rule infractions prior to disciplinary actions being implemented. You will be given the reason for disciplinary action and have the consequence explained to you prior to its occurrence.

You will be advised that if you feel you are being treated unfairly that you can discuss the disciplinary action with the Supervisor and/or file a Resident Grievance.

BEHAVIOR POINT SYSTEM DESCRIPTION DETAILS

APS RESIDENT POINT CATEGORIES

- a) Personal Hygiene
- b) Daily Chores
- c) Resident Behavior
- d) Fast Forward Participation
- e) School Participation
- f) Community Service Activities
- g) Deep Cleaning
- h) Life Skills and/or Independent Living Workshops/Groups
- i) Bonus Points

APS POINT CATEGORY DESCRIPTIONS

A. **PERSONAL HYGIENE:** Each resident may earn a total of ten (10) points a day for completing your personal hygiene. Five (5) points will be given in the morning and five (5) points will be given in the evening if residents properly complete their hygiene routines. If residents complete their hygiene before 7:00 a.m., then the third shift staff will issue the hygiene points for that morning. If it is after 7:00 a.m. when the resident(s) finish their hygiene, then first shift will issue their hygiene points for the day. Second shift staff will issue hygiene points to residents in the evenings.

1. Utilize your entire hygiene kit each morning after wake-up call.
2. Wash your hands before each meal.
3. Take a shower each evening.

B. **DAILY CHORES:** Each resident may earn a total of fifteen (15) points a day for properly completing daily chores (5 per shift) within the APS facility. Points should be given on the shift that the daily chores are completed on. Each resident is responsible for completing tasks 1-3 each day in order to receive points in the chore category. In this area, staff may assign additional cleaning responsibilities when necessary.

1. Make your bed neatly (tuck the sheets and blankets around the mattress). Place the pillow at the head of the bed. If you have two (2) blankets, one (1) may be folded and placed at the foot of the bed.

** APS conducts a Weekly Resident Bed of the Week Award. Each resident will be evaluated weekly to determine who has the best made bed. The resident with the best made bed will be rewarded.

** Every Friday before any resident is released for a home pass; all bed linens must be changed and put in the laundry bin for the nightly laundry. Each resident must remake their beds with clean bed linens.

2. Fold all clothing and place it in two (2) of the four (4) drawers assigned to you. No clothing items should be left out in the resident rooms at any time. Each resident will be assigned one big and one small drawer in the resident dressers.
3. Maintain a clean locker and hygiene box. All items should be stored neatly in locker, etc.
4. Sweep/vacuum floors, mop/clean the entire bathroom (including mirror, toilet, tub/shower, and sink) and perform any other chores assigned to you by staff that need to be completed throughout the APS facility.

- C. **RESIDENT BEHAVIOR:** Each resident may earn a total of fifteen (15) points a day for good behavior (5 per shift). Good behavior is determined by the following:
1. Following all APS facility rules/guidelines.
 2. Following staff instructions/requests.
 3. Respecting staff and other APS residents.
 4. Participating in scheduled activities, life skills/independent living workshops, and etc.
- D. **FAST FORWARD PROGRAM PARTICIPATION:** Each resident may earn a total of ten (10) points each time they access the Fast Forward Computer Program. Resident must actively be participating in the Fast Forward program the entire time scheduled to be on Fast Forward, in order to receive full point credit. Residents are not permitted to alter computer settings or access the internet during Fast Forward designated times.
- E. **SCHOOL PARTICIPATION:** Each resident may earn a total of ten (10) points for attending school. Points for school will be determined as follows (**Residents can not earn school points unless they bring in their daily school report**):
1. Attend school - each and every class without leaving early (5 points).
 2. Good behavior at school with no negative remarks from any of your teachers on the resident daily school report (5 points).
- *School points should be given to the residents on the shift that the resident returns back to the facility.
- *Staff will be communicating with your school concerning attendance and behavior. In the event that it becomes known of any inappropriate behavior while at school, staff will deduct the good behavior points from your point sheet for the day(s) inappropriate behavior is reported.
- F. **COMMUNITY SERVICE ACTIVITY:** Each resident may earn a total of ten (10) points when they participate in community services activities while admitted to the APS facility. Each time a resident attends and fully participates in a community service activity/event with good behavior they will be awarded ten (10) points.
- G. **LIFE SKILL AND/OR INDEPENDENT LIVING WORKSHOP/GROUPS:** Each resident may earn a total of ten (10) points when they participate in Life Skills and/or Independent Living groups/workshops while admitted to the APS facility. Each time a resident attends and fully participates in a Life Skills and/or Independent Living groups/workshops with good behavior they will be awarded ten (10) points.

- H. **DEEP CLEANING:** Each resident may earn a total of ten (10) points every Wednesday and Saturday for completing facility Deep Cleaning (points should be issued on the shift that deep cleaning occurs). Staff will assign residents the task(s) you are to complete for earning the Deep Cleaning points that shift.

Deep Cleaning will consist of but is not limited to the following tasks:

1. Dust all furniture.
2. Vacuum bedrooms, storage closets, computer lab, dayroom, and staff office area.
3. Clean entire bathroom (mirror, toilet, sink, tub/shower, mop bathroom floors).
4. Clean woodwork in bedrooms, dayroom, and staff office area.
5. Mop hallways and kitchen.
6. See APS Deep Cleaning Form for further details in this area.

- I. **BONUS POINTS:** Each resident may earn Bonus Points for completing one or more of the following tasks below:

1. First Wake Up Call – If a resident responds to the first wake-up call by getting out of bed when staff calls their name, you will receive (5) Bonus Points.
2. Participate in Scheduled Activities – If residents participate in scheduled activities you will receive Bonus Points up to ten (10) points depending on the level of resident participation. If the scheduled activity has been cancelled and replaced with another activity, then you may receive Bonus Points for that activity.
3. Resident of the Week Award – Each APS staff member will nominate one resident each week to receive the Resident of the Week Award. The resident with the most nominations will receive the award for that week. The resident will meet with the Social Worker and determine the award on an individual basis.
4. Resident Bed of the Week – Each resident will be evaluated weekly to determine who has the best made bed. The resident with the best made bed will be awarded up to fifty (50) points.
5. Special Projects/Tasks Assigned by APS Staff – If a resident helps with a special project or task assigned by any APS staff member, then you can earn up to fifty (50) Bonus Points. The amount of bonus points will be given to residents depending on the task(s) assigned.

UTILIZATION OF POINTS EARNED

RESIDENTS ARE NOT PERMITTED TO SPEND ANY POINTS WHILE ON RESTRICTIONS

- A. **Play Station, Wii, or Sega Genesis game time-** residents will be allowed to purchase thirty (30) minutes of game time for 15 points.
** Must be approved by staff ahead of time.
- B. **Residents may purchase extra telephone calls-** 30 points
** Resident may purchase a phone call on any day of the week except for the designated APS phone call days which are Tuesdays and Saturdays. These phone calls will be made at the convenience of the APS facility schedule. **Residents are only allowed to purchase one phone call per day up to ten minutes in length.**
*No calls are to be purchased on the 11-7 shift.
*No calls can be made during designated school hours.
- C. **Residents may purchase fast food-** 150 points.
You may choose to eat at any fast food restaurant within a reasonable distance from the APS facility. There is a \$5.00 limit allowed for each 150 points.
- D. **Extra hours on resident home passes-** Residents can purchase extra hours on their home pass for 30 points per hour. Residents will only be allowed to purchase a maximum of two (2) hours per home pass. If a resident purchases extra home pass time, they will be allowed to return back to the facility at 8:00 p.m. instead of 6:00 p.m.
** Residents will not be allowed to be released on a home pass before Friday at 5:00 p.m.
** No resident will be admitted back into the APS facility after 8:00 p.m. on Sunday evening.
** Any resident that does not return back to the APS from a home pass by 8:00 p.m. on Sunday will automatically be considered AWOL.
- E. **Purchase Breakfast Incentive Items-** residents may purchase **one** breakfast incentive item every morning when breakfast is being served if they are not on restrictions. Please see the breakfast items listed below:
Pop Tarts = 20 points
Cereal Bowls = 25 points (milk will be provided free of charge)
Cereal Bars = 20 points
Fruit Nutri-Grain Bars = 20 points
Breakfast Bars = 20 points
Muffins = 25 points
Breakfast Burrito, Bagel, Sandwich, or Biscuit = 50 points

**** There is absolutely no sharing of breakfast food items purchased. If a resident is caught sharing breakfast food items, the food will be thrown away and the resident placed on restrictions.**

**** Breakfast items can be purchased 7 days a week if you are not on restrictions.**

Purchase Dinner Incentive Items- residents may purchase **one** dinner incentive item every evening when dinner is being served if they are off restrictions. Please see the dinner items listed below:

1. Personal Pan Pizzas = 75 points
2. Burritos = 50 points
3. Various Flavors Sticks = 2 for 50 points
4. Hot Pockets = 50 points
5. Calzones = 75 points

**** There is absolutely no sharing of dinner food items purchased. If a resident is caught sharing dinner food items, the food will be thrown away and the resident placed on restrictions.**

**** Dinner items can be purchased 7 days a week if you are not on restrictions.**

F. Purchase food and/or drink snacks- residents may purchase **any two items** out of the APS Food Store during evening snack time (3:30-4:00 p.m.). Please see food item listing below:

All Drinks = 25 points
Nacho & Cheese = 25 points
Chips, Combos, Pretzels, etc. = 15 points
Bag of Popcorn = 20 points
All Cookies = 20 points
Chocolate Candy Bars = 20 points
Fruity Candy Items = 20 points
Donuts, Brownies, Pastry Items = 20 points
Miscellaneous Items = 20 points

**** Food and Drink items can be purchased 7 days a week if you are not on restrictions.**

**** There is absolutely no sharing of snack items purchased. If a resident is caught sharing snack items, the snack will be thrown away and the resident placed on restrictions.**

- G. **Purchase additional hygiene supplies out of the APS store-** residents may purchase **up to two** hygiene supply items out of the APS Store during designated store hours. **All hygiene items purchased will be labeled by staff members to ensure resident identification.**

Please see hygiene supply list below:

All Powders = 30 points
All Deodorants = 30 points
All Lotions = 30 points
All Body Sprays and Perfumes = 50 points
Hair Gels = 30 points
Toothpastes = 30 points
Chap Sticks = 30 points
Body Soaps = 30 points
Hair Scarfs Male/Female = 50 points
Hair Lotions/Products = 30 points

** Hygiene items can be purchased only on Friday evenings.

** Residents are not allowed to share any hygiene items. If a resident is caught sharing items then they will be put on restrictions and the items will be thrown away.

** Residents may access the hood hair dryer for 25 points only on Fridays in the evenings. The resident must notify staff in advance before use.

- H. **Purchase make-up-** residents may purchase the use of their facial make up for 15 points each day if not on restrictions.
- I. **Purchase additional outfits-** residents may purchase up to two (2) additional outfits. Residents will be charged 100 points for each outfit they purchase. These purchased outfits must be added to the resident's property sheet and approved by the Social Worker prior to the parent bringing the items to the APS facility.
- J. **Purchase one additional pair of shoes-** residents may purchase one (1) additional pair of shoes for 50 points. These purchased shoes must be added to their property sheet and approved by the Social Worker prior to the parent bringing the items to the APS facility. These shoes can not be shared with any other resident and should be kept locked in your resident locker when not in use.
- K. **APS Lost and Found Property Bin-** Residents may also use their points to retrieve items out of the APS lost and found property bin. Each item a resident takes out of the lost and found property bin should be charged (10) points. Staff must verify each item taken out of the lost and found bin based on the resident's property list and/or sheet.

APS VISITATION, U.S. MAIL, AND TELEPHONE CALLS

APS Visitation Rules and Guidelines:

Only resident's parents and/or legal guardian(s) are allowed to visit twice a week. If you are married, your spouse may visit once a marriage certificate is presented. Other visitors must have prior approval and arrangements made in advance with the Social Worker. Visitation days are Mondays from 6:30 p.m. to 8:00 p.m. and Thursdays from 6:30 p.m. to 8:00 p.m. You may not accept anything from or give anything to your visitors.

United States Mail:

There are no restrictions or limits on incoming or outgoing mail. However, staff will inspect your incoming mail for contraband in your presence. Outgoing letters will not be checked by staff. You will be provided with paper, pencil, and envelopes in order to write and mail letters. APS residents are not allowed to send or receive any mail from the YDS secure detention facility or any other correctional facility unless they are communicating with a parent and/or legal guardian with prior approval by a Social Worker.

Resident Telephone Calls:

You are allowed outgoing calls in line with established policy and procedure. You are allowed to make phone calls to parents / guardians on designated days for free (Tuesday and Saturday), attorneys, and social workers.

The designated night for free telephone calls is Tuesdays and Saturdays to resident's parent and/or legal guardian when it is convenient for the APS facility schedule. All calls are limited to one 10 minute telephone call per resident on these days.

**** Residents are allowed to 10 minute purchase telephone calls for thirty (30) points on any day other than Tuesdays and Saturdays.**

OTHER IMPORTANT RESIDENT INFORMATION

Religious Services:

Residents will be provided a voluntary opportunity to participate in religious services and/or religious activities. These services and/or activities will be organized by the Social Worker and placed on the APS activity calendar accordingly. APS does not promote nor support any one religious organization and/or denomination. All resident participation is **voluntary**.

Resident Meals:

All meals are prepared by the Youth Detention Services' kitchen contractors. Residents are expected to eat at the same scheduled times when all residents are served and seated. Absolutely no sharing of food/drink items during scheduled meal times. All residents must ask to leave the APS kitchen area for any reason. Chores will be completed after each meal is served in the APS facility.

Resident Health:

Resident mental, physical, and dental health is very important to the APS facility and its mission. We seek to provide all resident(s) with the opportunity access these services within 48 hours of being admitted to the APS facility. A complete medical physical examination will be scheduled on every resident admitted into the APS facility within 24/48 hours of admission through the YDS Medical Unit. If you are ill or have physical complaints, please inform staff immediately and they will contact Medical Staff. The dentist is available for you on Thursdays at 9:00 a.m. Residents will be provided the opportunity to access mental health services. If a resident feels they need mental health services, please speak with your Social Worker immediately.

Resident Searches and Facility Shakedowns:

Periodic searches of your person and the facility will occur for the safety and security of the facility. Types of searches are:

Frisk Searches- Frisk searches occur after visitation, before and after court appearances, upon returning from medical/dental appointments, returning from an outing, or generally anytime you have been out of sight of staff or left the APS facility.

Room Searches/Shakedowns- Room searches are conducted periodically to check for contraband. Your clothing, bedding, linen, and personal property will be checked. Searches may be completed if staff suspects that contraband may be in your room.

APS Resident Property:

After being discharged from the APS facility whether successful or unsuccessful, the APS facility will only store a resident's property for a two week period. After a resident has been discharged from the facility for two weeks, all property will be donated to a non-profit organization. APS staff will attempt to contact parent and/or legal guardian prior to donating resident's belongings.

RESIDENTS' RIGHTS AND RESPONSIBILITY

Alternative Placement Services is designed to protect your rights and to ensure your awareness of the responsibilities that are inherent in each right.

The following is a list of these rights and responsibilities. These rules are also posted in the facility:

1. We expect you to be treated respectfully, impartially and fairly and that you will treat others respectfully, impartially and fairly.
2. Rules, procedures, and schedules are made available during orientation, are posted on the bulletin board, and are found in the Resident Handbook. Every effort should be made to follow facility rules and staff's directions.
3. You will not be discriminated against because of race, national origin, color, creed, sex, physical handicaps, or political beliefs.
4. You will not be denied access to medical, mental, or dental treatment.
5. Nutritious meals, proper bedding, clothing, daily showers, and proper ventilation for warmth and fresh air will be provided to you.
6. We will provide you with opportunities for regular visits with parents and/or guardians.
7. You have the right to call, write, or meet with your attorney and/or Social Worker whenever it is convenient.
8. You may determine the length and style of your hair as long as it does not pose a problem for your health and safety. Facial hair is permitted.
9. You have the voluntary opportunity to attend religious services if you desire.
10. You will not be subjected to physical punishment, harassment, threats, harm, humiliation, or interference with the normal bodily functions, eating or sleeping.
11. A Social Worker Contact Form is available to all residents at any time. This form is stored in the APS dayroom regularly. Any resident can fill out this form and return it to the Social Worker for immediate follow-up.
12. You may report problems and complaints without any fear of punishment. You may file a complaint if you feel you have been treated unfairly. A Resident Grievance Form may be completed and given directly to the Supervisor. These are freely accessible in the APS dayroom.
13. You are expected to maintain your personal hygiene and clothing at all times. All borrowing and/or exchanging is prohibited.

14. You are expected to report any incidents, fighting, and destruction of property, injuries, etc. to staff, Social Worker, or the Supervisor immediately.

15. Dietary provisions for various religious faiths and allergies are available.

Resident Grievance Procedure:

Each resident admitted to the APS facility has the right to inform the APS Supervisor if they are being treated unfairly, experiencing facility issues, etc.

If a resident would like to file a resident grievance, they are required to complete the following steps:

1. Obtain a yellow Resident Grievance Form out of the file folder hanging in the APS dayroom area.
2. Completely fill out and sign the Resident Grievance Form indicating what problem and/or issue they would like to address.
3. Once the form is completed, the resident shall slide the form under the office door of the APS Supervisor.
4. The APS Supervisor will review the Resident Grievance Form with the resident immediately or on their first day back to work.

**** All Resident Grievance Forms are kept completely confidential and are only reviewed by the APS Supervisor.**

**Each resident admitted to the APS
facility will be treated with
fairness and respect.**

**We anticipate each resident successfully
completing the APS program guidelines
and re-entering into the community a
better person!**

March 2011